



Docket No.: CE11527JDP

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Substitute for Form 1449A (P) INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>		<i>Complete if Known</i>			
		Application Number Filing Date First Named Inventor Group Art Unit Examiner Name			
		10743,513 12/19/03 PRAVEENKUMAR, SANIGEPALE ET AL. N/A N/A			
Sheet	1	of	1	Attorney Docket No.	CE11527JDP

U. S. PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS

Examiner Signature	/Diego Herrera/	Date Considered	06/21/2006
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**Unique citation designation number. *See Kinds of U.S. Patent Documents. *Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). *For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. *Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. *Applicant is to place a check mark here if English Language Translation is attached.*

□

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Substitute for Form 1449A/PTO		<i>Complete if Known</i>	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>		Application Number	
		Filing Date	
		First Named Inventor	Sanipgopal V. Praveenkumar
		Group Art Unit	
		Examiner Name	
Sheet	1	of	/
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		Filing Date	
		First Named Inventor	Sanjepall V. Praveenkumar
		Group Art Unit	
		Examiner Name	
Sheet	1	of	/
		Attorney Docket No.	CE11527JDP

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. [†]	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	
DB	—	RouteScience, "Lower Bandwidth Cost", http://www.routescience.com/products/pro_lower.html , 12/11/03	1
DB	—	Nortel Networks, "Enhanced Contact Center, Self-service solutions" http://www.nortelnetworks.com/corporate/news/topnews/2003a/021203_engaged_business.html , 2pages <i>No Date Listed</i>	1
DB	—	"Multi-modal Interface Technologies", Paul Dalsgaard, http://www.eu-norddanmark.dk/download/IST%20012%20MultiModal_Interfaces , <i>No Date Listed</i>	1
DB	—	"Device Dependent Modality Selection for User Interfaces-An Empirical Study" by Christian Elting, Jan Swickel and Rainer Malaka, found in International Conference on Intelligent User Interfaces, 2002, <i>No Month Listed</i>	1

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